SVRS News
NEW JERSEY STATEWIDE VOTER REGISTRATION SYSTEM

The Revised Plan

Covansys
SVRS

I have recently reported to the HAVA team, our steering committee and all county election officials that our principal contractor, Covansys, has taken over the SVRS application source code and has removed PCC, the programming development sub-contractor, from the project. The State views this as a positive move toward getting the application development back on track.

Upon taking control of the development process, Covansys immediately launched a comprehensive analysis to determine the true state of the code and has provided a realistic delivery schedule that they believe will, in fact, be met. I am pleased to report that the code, although not as far along as we would have liked, was well underway and the Covansys team has committed to providing the majority of the remaining and outstanding functionality on February 15th, with the balance to follow on February 28.

Covansys reports having more than doubled the amount of their development resources dedicated to New Jersey and is looking to add still more development talent to ensure that they meet this new schedule. Covansys has also reported tightening the development and quality assurance procedures to ensure that any missteps do not result in further major delays. They now wholly control the development process, and that has given me a considerable new comfort level. I have been in contact with the most senior level management at Covansys and their commitment to New Jersey and our partnership remains strong.

Upon delivery of the build on February 15th, the State will immediately begin User Acceptance Testing and Regression Testing of the application. Any found bugs will immediately be reported to and fixed by the new development team, and by mid March we will begin the final data pulls and the deployment process. To ensure a successful deployment and final data conversion effort, to address enhanced training and support requirements necessitated by the late delivery, and to accommodate the upcoming election calendar which adds an additional layer of complexity to our deployment, we have sufficiently spaced the deployment schedule over a two month period. The SVRS in the State of New Jersey will be fully deployed and operational in May 2006.

Within one week of today, a comprehensive revised County Level Implementation Plan (CLIP) will be released to each County so that they can prepare for the impending rollout.

Whereas this technically puts us five months behind the federal deadline for complete implementation, we can rest comfortably in knowing that our efforts will fulfill both the spirit and the letter of the Help America Vote Act of 2002 when fully deployed in May. Be assured that when the smoke clears, New Jersey will have done this correctly, will have preserved the integrity of New Jersey Elections, and will have completed what should have been a 30 month-plus project in only 15 months time.

New Development and Testing Schedule…

The application is to be delivered to me on February 15th. This will include all functional modules defined in the original schedule, plus any application fixes for bugs that were discovered during the pilot county go-live implementations and previous testing cycles. UAT "regression testing" will then begin. This testing cycle is estimated to be complete within a month's time frame. Once User Acceptance Testing is complete, go-live implementations will resume.

New Go-Live Schedule…

Assuming that UAT is concluded successfully and on time, the following dates are provided to you for your planning purposes. Please be advised we have reviewed each county's election schedule as well as the state holiday calendar and other relevant factors and have tried to be as accommodating as possible. I thank all of you for your cooperation and support while finalizing this schedule.

County	Final Data Pull Date	Go Live Support Start Date
➢ GLOUCESTER ➢ HUDSON ➢ MIDDLESEX ➢ MONMOUTH ➢ SUSSEX	3/13/2006	3/27/2006
➢ HUNTERDON ➢ MORRIS ➢ SOMERSET ➢ UNION ➢ WARREN	4/3/2006	4/26/2006
➢ ATLANTIC ➢ CAMDEN ➢ CAPE MAY ➢ CUMBERLAND	4/17/2006	5/1/2006
➢ SALEM	4/17/2006	5/3/2006
➢ BURLINGTON	5/01/2006	5/17/2006
➢ BERGEN ➢ PASSAIC	5/01/2006	5/18/2006

Revised Training and Go-Live Support Plan…

We still believe that a "Just-In-Time" training approach is the best practice so we are in the process of rescheduling the Track 2 (SVRS Functional Training) for Bergen, Burlington, Morris, Passaic, Somerset, Hunterdon and Warren Counties and will put that training closer to the new estimated go-live dates. John Smith, the SVRS training manager, is taking care of those arrangements and will communicate the final dates to you once those plans are complete.

Go-Live on site support will be extended to include refresher training for those counties that have already received Track 2 training and for those whose schedules do not allow us to train as close to the go-live date as we would like.

Meanwhile…

All of the hardware installations are complete and the Covansys HAVA Helpdesk is up and running. We still need the list of technical contacts for each county for the Helpdesk. See Special Bulletin # 7 regarding SVRS Maintenance and Support (attached). This is so that in instances where they have to send help to your office and the original requester is not available, there is a contact that can "let them in the door". Please e-mail the contact information to Chris Kluesner at CKluesner@Covansys.com by 1/31/2006 (note date change).

Also, while seemingly there is a lull in the SVRS schedule, don't forget that the successful conversion of your legacy data to the new SVRS is key to being able to use the new system quickly and effectively. If you've not spent much time understanding what information is being pulled from your legacy system and how it is being captured and used in the SVRS system I'd suggest you get up to speed very quickly. No data conversions are ever perfect, but it's much easier (and less expensive) getting it right on the front end than trying to figure it out while in production mode.

Moving forward!

"OPERATION DC"

Led by Matt Sibenik, the HAVA team has embarked on 'Operation DC' (**Operation Desktop Consolidation**) program. This will enable counties to use the single new HAVA PC's for all official work. Other members of the DC team are Murali Thirumalai, Madhu Srivathsa and Raj Doddamani.
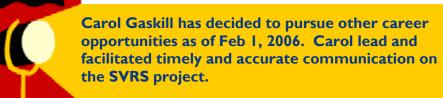
They will ensure that all the applications that are currently being used in the various county election offices function normally on the new Desktop installed for HAVA usage. Any and all special programs required to meet this functionality will be implemented by this team at your county. This relieves the county from maintaining multiple terminals for each user and also saves significant real estate space on everyone's desk. Another additional benefit is that the maintenance that covers the new machine is valid for about three years from the date of original installation.

This team will be calling every county election office to schedule a visit to ensure compliance and implementation. Please cooperate with them to attain the goals of "Operation DC."

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848-207-6641

STATEWIDE VOTER REGISTRATION SYSTEM

SVRS NEWS

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http://njelections.org/svrs

Carol Gaskill has decided to pursue other career opportunities as of Feb 1, 2006. Carol lead and facilitated timely and accurate communication on the SVRS project.

We wish her all the best in all her endeavors.

Thank you! Carol, you will be missed!!!

SVRS MAINTENANCE AND SUPPORT

The State of New Jersey has contracted with Covansys to provide post-implementation support for the New Jersey State-wide Voter Registration System. The Covansys HAVA Helpdesk support team, which serves as the primary point of contact for users of the Electio*Net*™ application, is responsible for providing the following three main types of support services:

- ➢ Resolution of hardware and network issues
- ➢ Resolution of Electio*Net* software application issues
- ➢ Knowledge transfer and training.

In order to provide consistent support to the Electio*Net* users, the HAVA Support Team is staffed with the appropriate dedicated support representatives during normal operating hours, defined as 8:00am to 6:00pm Eastern Time during Non-Election periods. During Peak periods, support service will be available 24 hours a day, seven days a week. Peak (or Critical) Election Periods are defined as 29 days prior to any election, during an election, and until election results are certified. The Helpdesk staff will include technical, programming, and line of business personnel who will be able to provide immediate assistance. If the Helpdesk staff can not resolve the issues themselves, additional backup resources are available to them to help resolve the problem.

If staff members experience a hardware/network/application/training problem that cannot easily and quickly be resolved within your office environment, then simply contact the helpdesk.   You can call them, e-mail them or fax them with your request. Most of the time they will be able to resolve the issue immediately, but sometimes they may have to refer the issue to an outside resource (like Dell, for hardware issues or AT&T for network issues).

The Helpdesk will be available for use immediately upon your county Go-Live date. Please make a special note of this contact information for the HAVA Support Help Desk.

COVANSYS HAVA SUPPORT COLUMBUS, OH & BLOOMFIELD, CT	
METHOD	**CONTACT NUMBER**
TOLL-FREE TELEPHONE	1-866-456-9406
E-MAIL	HAVASUPPORT@COVANSYS.COM
ON-LINE SAR TOOL	HTTP://JIRA.COVANSYS.COM/SECURE/DASHBOARD.JSPA
AFTER HOURS SUPPORT	1-866-456-9406
FAX	(614) 628-4901

The Helpdesk would like to have a list of Technical Contacts for each county. This is so that in instances where they have to send help to your office and the original requester is not available, there is a contact that can "let them in the door". Please e-mail the contact information to Chris Kluesener at CKluesener@covansys.com by 11/23/2005.

NJ Technical Contacts List by County					
County Name	**Office**	**Contact**	**Phone #**	**Email**	**Preferred Contact Method**
Example	**BOE**	Primary: Name 1	(XXX)XXX-XXXX	aaaaaaaa@mail.com	Phone
		Secondary: Name 2	(XXX)XXX-XXXX	bbbbbbbb@mail.com	Email
	SOE	Primary Name: Name 1	(XXX)XXX-XXXX	cccccccc@mail.com	Phone
		Secondary Name: Name 2	(XXX)XXX-XXXX	dddddddd@mail.com	Email
	CC	Primary Name: Name 1	(XXX)XXX-XXXX	eeeeeeee@mail.com	Phone
		Secondary Name: Name 2	(XXX)XXX-XXXX	ffffffffffffff@mail.com	Phone

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